



City of Des Moines, Washington

JOB DESCRIPTION



CHIEF OPERATIONS OFFICER

Regular, Full-time

Salary Grade: D-41

FLSA Status: Exempt

Union Status: Non-represented

EEO Category: Officials & Administrators

Nature of Work

The Chief Operations Officer (COO) is responsible for assisting the City Manager with all phases of governance and management as directed, to include participating in strategic planning and budgeting, facilitating the development and implementation of policy proposals, and representing the City in response to elected officials, other jurisdictions, citizens, and evaluating the performance of assigned City departments. Reporting to the City Manager under long-range administrative direction, the incumbent is expected to perform duties with considerable independence, wide latitude, judgment and discretion. Serves as the Acting City Manager in the absence of the City Manager in order to maintain momentum and continuity on important issues facing the City.

The primary focus of this position is overseeing and directing the operations of the Public Works, Community Development, Marina, and Parks, Recreation, and Senior Services Departments, and providing support and assistance to the City Manager in managing the Finance, Legal, and Police Departments. This position also has significant responsibilities in the areas of policy analysis, project management, and interacting with the City Council and the community. Performs complex technical and professional work in on a wide variety of municipal managerial functions, including highly responsible policy analysis and project management duties and interacting with the City Council and the community. Directs the preparation of City Council agenda packets, reviewing and ensuring their accuracy, completeness, and timeliness; coordinates preparations for City Council meetings; ensures that appropriate and prompt follow-through is completed on Council actions and directives.

Essential Functions

- Establishes positive, collaborative working relationships with all key stakeholders including the City Manager, Department Directors, City Council, and other members of the organization, in addition to those outside of the organization such as the development community, commercial real estate brokers, and other potential advocates for the community.
- Represents the City of Des Moines as a regional partner with other municipalities.
- Serves as a “voice of the City” on issues at the regional and state level.
- Continues the City’s current efforts to work more effectively with the development community to help grow Des Moines in a positive fashion.
- Serves as a member of the Executive Leadership Team.
- Serves as the Acting City Manager in the absence of the City Manager.

- Manages and directs the operations of the Public Works, Community Development (Planning and Building), Marina, Parks, Recreation, and Senior Services Departments.
- Provides support and assistance to the City Manager in managing the Finance, Legal, and Police Departments.
- Where identified in the Des Moines Municipal Code (DMMC), fulfills the function of the Planning, Building and Public Works Director, unless otherwise assigned.
- Works closely with the City Manager, Finance Director and Department Heads to develop the annual budget.
- Develops, administers and monitors assigned budgets; assures that assigned areas of responsibility are performed within budget; monitors revenues and expenditures in assigned areas to assure sound fiscal control; assures effective and efficient use of budgeted funds, personnel, materials, facilities, and time.
- Serves as project manager/ team leader in a wide variety of projects and assignments as initiated by the Council or the City Manager.
- Conducts policy research, performs analytical studies and prepares reports and recommendations based on this work.
- Ensures appropriate and timely research, analysis and responses to citizen inquiries or complaints whether received directly or at City Council meetings.
- Represents the City or serves as a City liaison to community groups, City task forces, committees, governmental jurisdictions, boards and commissions, and the public.
- Works effectively and in a professional manner while working with interruptions, strict deadlines and handling multiple projects simultaneously.
- Works closely with the City Clerk including oversight of the public disclosure process and council material.
- Prepares council agenda bills and related papers; ensures that City Council agenda is properly assembled and follows up and coordinates work that results from Council actions.
- Establishes work priorities and performance standards for staff; monitors performance and provides effective feedback; works with staff to correct any deficiencies; implements any necessary disciplinary action after appropriate consultation with the Human Resources Manager.
- Prepares a variety of letters, memos, minutes, contracts, forms, reports, and other documents; operates computers to produce documents with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Presents issues and recommendations on major issues requiring policy direction to appropriate advisory bodies and to the council.
- Establishes and maintains cooperative, effective working relationships with coworkers, other City employees, and the general public using principles of good customer service.
- Reports for scheduled work with regular, reliable and punctual attendance.
- Establishes and maintains cooperative, effective working relationships with co-workers, other City employees, and the general public using principles of good customer service.
- Reports for scheduled work with regular, reliable and punctual attendance.
- Performs other duties as assigned, including but not limited to being assigned to work in other functional areas to cover absences or relief, equalize peak work periods, or balance the workload.

Necessary Knowledge, Skills, and Abilities

Knowledge of:

- Current social, political, and economic trends and issues, situations and conditions relative to regional, state, and federal issues
- Structure and operation of municipal government.
- Organizational and management practices.
- Project management techniques.
- Grant research and preparation.
- Methods and techniques to increase business and community involvement.
- Research methods and procedures.
- Budget, budget preparation, and basic accounting principles
- Advanced principles and practices of organization, management, and supervision.
- Principles of effective public relations and interrelationships with community groups and agencies, private businesses and firms, and other levels of government.

Skills:

- Excellent personnel management and teambuilding skills.
- Exceptional leadership skills, to include professionally developing staff.

Ability to:

- Communicate effectively and persuasively, both in writing and orally, including oral presentations.
- Cultivate and maintain cooperative and effective working relationships with elected officials, advisory bodies, the business community, staff, the media and the general public.
- Thoroughly understand the City's political environment and sensitivities, and to function effectively within that environment.
- Effectively represent the City in situations which are potentially adversarial or stressful.
- Exercise individual initiative and discretion in work, including confidential matters.
- Accurately analyze problem situations and adopt an effective course of action.
- Provide effective leadership and coordinate the activities of multiple departments.
- Develop and administer City-wide goals, objectives, and procedures.
- Coordinate, organize, and prioritize work, follow directions, instructions and protocol in the course of duties assigned.
- Operate computer equipment and programs to produce publishable reports and documents.
- Use graphics and multi-media presentation techniques.
- Make timely decisions considering relevant factors and evaluating alternatives, exercising discretion and sound independent judgment.
- Work effectively in a dynamic environment that is constantly changing, resulting in continually re-evaluating and shifting priorities.
- Ability to work both independently and within a collaborative team-oriented environment; contribute openly, respectfully disagree, understand the ideas of others, listen well and work for consensus.
- Attend evening and early morning meetings occasionally.
- Respond to emergencies and other situations on a 24-hour basis.

Education and Experience Requirements

- Any combination equivalent to a bachelor's degree in engineering, business or public administration, finance or related field; and
- Six years' upper management experience in administering complex municipal public works, engineering, utilities, budgets and community development.
- MPA or MBA preferred.

Special Requirements

- Registration in the State of Washington as a Professional Engineer in civil engineering.
- Possession of and the ability to maintain throughout employment a valid Washington State Driver's License with a good driving record.
- Successful completion of a pre-employment background and criminal history check.
- Because of the known effects of tobacco use, the City of Des Moines does not hire applicants who use tobacco products.

Working Conditions and Physical Abilities

- Work is primarily performed in an office setting. Attendance at night meetings is required. Occasional travel to off-site locations is required. Hand-eye coordination and fine-manipulation skills are necessary to operate computers and a variety of office machinery. The position also requires the ability to speak and hear to exchange information, the ability to sit for extended periods of time, and the ability to bend and stretch to retrieve and maintain files and records. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

Equal Opportunity Employer

- The City of Des Moines is committed to hiring a diverse workforce and all qualified applicants, including all ethnic backgrounds and persons with disabilities, are encouraged to apply. The City is an Equal Opportunity Employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, sexual orientation, veteran status, disability status, or any other basis prohibited by federal, state, or local law.
- In accordance with the Americans with Disabilities Act, an employer is obligated to make a reasonable accommodation only to the known limitations of an otherwise qualified individual with a disability. In general, it is the responsibility of the applicant or employee with a disability to inform the employer that an accommodation is needed to participate in the application process, to perform essential job functions or to receive equal benefits and privileges of employment.

General Information

- The statements contained herein reflect general details as necessary to describe the principal functions for this job classification, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.
- The physical abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The provisions of this job description do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.
- Established December 2016.